Business eFile & Pay: 1-800-514-8296

Iowa eFile & Pay Telephone Script
Sales Tax Monthly Return and Payment
For user who has already been on the system and set up Password.

Welcome to the Iowa eFile & Pay System

STEP 1
If you are calling from a touch-tone phone, press 1 now. If you are calling from a rotary phone, please visit our Web site at www.state.ia.us/tax or contact Taxpayer Services at 515-281-8453 or 1-866-503-3453, Monday through Friday, 8am to 4:15pm Central Time

(The following script will occur after the user presses 1.)

STEP 2 (Enter Iowa Business eFile Number to use eFile & Pay)
Please enter your 8-digit Iowa Business eFile Number
You have entered XXXXXXXX.
If this is correct, press 1.
If this is incorrect, press 2.

(The following script will occur after the user presses 1.)

STEP 3 (Enter 4-Digit User ID)
Please enter your 4-digit User ID.
You have entered XXXX
If this is correct, press 1.
If this is incorrect, press 2.

(The following script will occur after the user presses 1.)

STEP 4 (Enter 8-Digit Password)
Please enter your 8-digit Password.
You have entered XXXXXXXX
If this is correct, press 1.
If this is incorrect, press 2.

(The following script will occur after the user presses 1.)

STEP 5 (Processing Options) You must file a return before making a payment.
To file your return, press 1
To make a payment, press 2
To cancel a payment, press 3
To change your Password, press 4
To demo this system, press 5
To hear this list again, press 9

Step 6 (Which Tax Type?)
For sales tax, press 1

Press the number for the specific tax type you are filing.

STEP 7
Enter a permit number for the tax type you selected, followed by the pound sign (#).
You have entered ---------.
If this is correct, press 1
If this is incorrect, press 2

(The following script occurs after the user presses 1.)

STEP 8
To file a monthly sales deposit, press 1.
To file a quarterly sales tax return, press 2.

(The following script occurs after the user presses 1.)

You indicated you want to file a monthly sales deposit.
If this is correct, press 1
If this is not correct, press 2.

(The following script occurs after the user presses 1.)

You will receive a confirmation number, once you have successfully filed. If you hang up before receiving a confirmation number, your return will not be submitted.

STEP 9 (Tax Period Selection)
To submit a return for --------, press 1
To select a different filing period, press 2

You have selected to submit a return for the period ending --------.
If this is correct, press 1
To select a different filing period, press 2

(The following script occurs after the user presses 1.)

STEP 10 (Sales Tax Information)
Please enter your 6% Iowa Sales Tax for -------- in whole dollars, followed by the pound sign (#).
For example if the amount is $225, you will enter 225#.
If the amount is zero, you will only need to press the pound sign (#)

You entered ------.
If this is correct, press 1
If this is not correct, press 2

Step 11 (Local Option Tax Information)
Please enter your local option tax in whole dollars, followed by the pound sign (#).
For example, if the amount is $225, you will enter 225#

You entered -------.
If this is correct, press 1
If this is not correct, press 2

(The following script occurs after the user presses 1.)

**STEP 12 (Verification: The system will repeat the information you entered.
Be sure to write it down.)**
Your 6% Iowa state tax is ------.
Your local option tax is ------.
Your deposits and overpayments are ------.
Your penalty is ------.
Your interest is ------.
Your total amount due is ------.

To continue, press 1
To repeat this information, please press 2.

(The following script occurs after the user presses 1.)

You will now hear payment options.

STEP 13 (Payment Options)
If you would like to pay using the EFT ePay Direct Debit Method Process, press 1.
If you would like to pay using a paper check, press 2.
If you would like to pay using a form of credit, press 3.

(The following script occurs after the user presses 1.)

Confirmation of total amount due
The total amount due is XXXXX.
To pay this amount, press 1.
To pay a different amount, press 2.

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Below are the various scripts depending on the payment option you chose.

(The following script occurs after the user presses 1 to pay via ePay direct debit method.)

Bank routing number - 9 digits
Please enter your 9-digit bank routing number.
You have entered XXXXXXXXX
If this is correct, press 1.
If this is not correct, press 2

Bank account number
Enter your bank account number followed by the pound key (#).
You have entered bank account number XXXXXXXXXX.
If this is correct, press 1.
If this is not correct, press 2

Account type
If this is a checking account, press 1.
If this is a savings account, press 2.

You have indicated this payment is from your (checking/savings) account.
If this is correct, press 1.
If this is not correct, press 2

Payment date
Please enter the date you wish to make your payment.
For example, for September 15, 2004, enter 09152004.

Your payment will be made on XXXXXXXX.
To complete this transaction and receive a confirmation number, press 1
If you prefer to discontinue this transaction and discard all previous information, press 2.

If your return and payment are not timely filed and paid, you may be billed the appropriate interest and penalties.

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Below is the script if user presses 2 to mail a check

Please mail your check and payment voucher to the following address: Iowa Department of Revenue, PO Box 10412, Des Moines, Iowa 50306. Make check payable to Treasurer – State of Iowa You will need to include your confirmation number, tax type, permit number, and tax period on your payment voucher.

To repeat this information, press 1
To continue, press 2
To select a different payment option, press 3.

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Below is the script if user presses 3 to pay using a form of credit

As an ACH Credit filer, you must initiate the payment for this transaction through your banking institution.
If your return and payment are not timely filed and paid, you may be billed the appropriate interest and penalties.
If you are paying by credit card, you will need your tax type, permit number and tax period.
Contact Official Payments at 1-800-272-9829.

To repeat this message, press 1
To continue, press 2
To select a different payment option, press 3

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Confirmation Number. Be sure and write this down.
Your return and payment are not filed until you receive a confirmation number.
Your confirmation number for this transaction is XXXXXXXXX and the date and time you are submitting this transaction is XXXXXXX, XX at XXXX (am or pm).
Please keep this information for your records.

To hear this message again, press 1.
To file another return, press 2.
To end this call, press 3.

Thank you for using the Iowa eFile & Pay system. Goodbye.